



# **PSC NEWS**

## **Missouri Public Service Commission**

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**FOR IMMEDIATE RELEASE**

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### **PSC STAFF FILES COMPLAINT AGAINST SUBURBAN WATER & SEWER**

JEFFERSON CITY—The Staff of the Missouri Public Service Commission has filed a complaint against Suburban Water and Sewer Company alleging the company has violated a number of the terms in an agreement reached in the company's last water rate case in June 2005.

In its complaint, the PSC Staff alleges the company has failed to:

- ✓ Refund deposits with appropriate interest to present customers entitled to refunds as required by the agreement reached in the last water rate case;
- ✓ Refund overcharges made to customers from April 2004 through October 2004;
- ✓ Develop and distribute a customer brochure detailing the rights and responsibilities of the utility and its customers;
- ✓ Develop a continuous property record system for plant that at a minimum includes the date the plant was placed in service, the purchase price of the plant and plant retirement dates;
- ✓ Install meters for all buildings no later than August 31, 2005;
- ✓ Implement a 10-year replacement plan for existing meters;
- ✓ Install flush valves;
- ✓ Replace standpipe inlet; and
- ✓ Contract with a certified operator to maintain the company's well and distribution system.

The PSC Staff is seeking Commission authority to go to circuit court to seek penalties against Suburban Water and Sewer Company. The company will have 30 days to respond to the PSC Staff complaint.

Suburban Water and Sewer Company provides water service to approximately 151 residential customers in the Bon-Gor Estates subdivision located in Boone County near Columbia, Missouri.